

The Reel News!

January 2003

A Quarterly Publication From Maricopa County Equipment Services

Going The



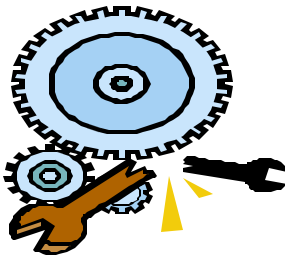
Extra Mile

From time to time there are employees that go the extra mile to make a customer's day brighter and to make a difference in work flow processes that give better customer service and satisfaction. Here are the "Going The Extra Mile" employees for this issue.

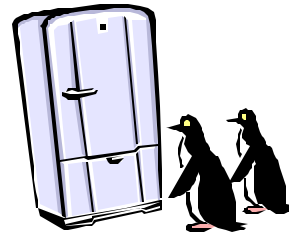
The last couple of months have hit the tire shop pretty hard with medical and staffing problems. It should be noted that Gary Voeks, Eric Roeling, Ed Dunn, Jon Sims, John Winkler and Ken Adams stepped up to the plate and covered the tire shop on those days when the regular crew was out. **(Sorry if I missed anyone)**



Thanks to Al Chatfield, Bill Parker, Ed Dunn, Gary Voeks, Ken Adams, and Shawn Sexton for joining the On-Call staff (Les Glover, Gary Starkey, Marv Johnson, Mike DePaulo and Mick Riebhoff). The newbies have given some relief for the coverage of nights, weekends and holidays. Don't forget, if you need help with your county vehicle at night, on weekends and holidays, call 602-506-4678 and an on-call person will return your call to assist you with your vehicle needs.



It should be noted that when our staff was made aware that MCDOT was having a problem with fuel deliveries for the Sheriff's office refrigerated trucks on weekends, Kevin Adkison stepped up and volunteered to fill the void. Kevin felt it was important to keep the refrigerated trucks fueled to protect the foodstuffs for the Durango Jail complex.



Fix-It

Don't forget, Equipment Services has added a special technology feature to better communicate your needs and concerns. Effective December 1st, 2001, you can simply e-mail your needs, concerns and comments, or schedule a PM. On the "To" line, type in 'fix-it'. This will send your message to our Customer Service staff and generate a return response to you ASAP on regular workdays.

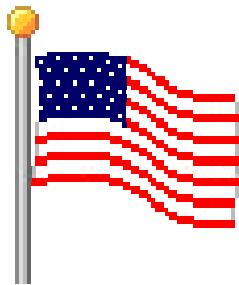
Safety Corner

We made it through another year. Just as we reminded everyone before the holidays, put SAFETY as our priority; for our sakes and those we love.

America is still using ground transportation at an all time high due to air tragedies in the recent past. With the increased number of travelers on the road, it is imperative that we keep in mind that drinking and driving don't mix. Always remember the old saying "IF YOU DRINK DON'T DRIVE, IF YOU DRIVE DON'T DRINK". A tragedy not only affects you, but also family members and friends.



Please don't forget our men and women serving in the Armed Forces, keep them in your hearts and prayers during all seasons.



Employee Corner



Lisa Van Wormer

Lisa is our new Financial Business Manager. Lisa comes to us from the State of Arizona with 13 years of Department of Administration and Department of Corrections experience (pretty impressive credentials). Lisa has been in the Valley for 36 years (almost makes her a native), has a 15 year old son, loves reading, gardening and sewing.



Ray Tillotson

Ray joins the Automotive shop with 34 years of automotive experience. Ray came to the Valley in 1986 from South Dakota. He loves to square dance, make models, is a photography buff and is an assistant scoutmaster. When does he sleep?

Welcome!

Employee Corner



Tina Montiel Retires

After serving with the County for 22 years, 6 years of which were with Equipment Services, Tina retires to enjoy her life and relax. She states that she will miss the old gang, but not too much!

"Bon Voyage"



Barb Chatfield

Barb has worked at Equipment Services for 15 years doing a whole spectrum of things. Most recently she has been the departments Information System Team Leader, and has now been promoted to the position of Customer Service Supervisor.

"Congratulations"

AAA ARIZONA FUEL REPORTS

AAA REPORTS: STATE'S AVERAGE PUMP PRICE ONE OF NATION'S CHEAPEST

Phoenix, AZ — January 2, 2003 — Arizona's average pump price of \$1.365 per gallon for self-serve regular unleaded gasoline is one of the nation's cheapest, according to AAA Arizona. This week's AAA Fuel Survey shows only three other states where motorists can fill up their tanks for less: Georgia - \$1.334, Oklahoma - \$1.356, and South Carolina - \$1.360 per gallon.

The state's average cost of gasoline is 26 cents higher than the same time last year and nine cents below the national average price of \$1.455 per gallon. AAA found the most expensive average price in New York at \$1.605 per gallon, followed by California: \$1.587, Connecticut: \$1.573 and the District of Columbia: \$1.549.

Although Arizona is one of the states with the lowest recorded gasoline price, pump prices are a mixed bag throughout the state. The survey shows the most notable increases were found in Flagstaff where the average price jumped 3.7 cents to \$1.403 per gallon and Tucson where the average recorded price rose 1.9 cents to \$1.338 per gallon. Meanwhile gas prices in Yuma and Phoenix remain unchanged since last week.

Currently, the cost of crude oil continues to hover near \$32 a barrel due to the month-old strike in Venezuela, which has sliced oil production from 3 million-plus barrels to 200,000 barrels per day.

| | Unleaded | Mid-Grade | Premium | Diesel | Propane |
|-------------------------------------|--------------|-----------|---------|--------------|--------------|
| Phoenix | 1.318 | 1.418 | 1.497 | 1.549 | |
| East Valley | 1.286 | 1.405 | 1.480 | 1.541 | |
| West Valley | 1.298 | 1.420 | 1.511 | 1.584 | |
| Scottsdale | 1.355 | 1.485 | 1.577 | 1.589 | |
| Tucson | 1.338 | 1.469 | 1.530 | 1.575 | |
| Flagstaff | 1.403 | 1.464 | 1.548 | 1.569 | |
| Yuma | 1.414 | 1.475 | 1.560 | 1.527 | |
| Statewide | 1.365 | 1.423 | 1.505 | 1.551 | |
| National | 1.455 | 1.545 | 1.601 | 1.524 | |
| Maricopa County Equip. Serv. | 1.240 | | | 1.190 | 1.090 |

Save fuel and money while driving
safely and protecting the environment

Effective use of energy is a learned behavior. To conserve, we must slow down and find ways to do more with less. The benefits of fuel conservation are a healthier environment, financial savings and improved safety on our roads.

PROPANE
EXCEPTIONAL ENERGY™

Trux Stop

Year End Review

Hi folks and glad you stopped by. First I want to send a gigantic **THANK YOU VERY MUCH to all the members of the Equipment Services Team and the County** who helped me pilot our department thru one of the toughest years on record. Special "Made It Happen" Recognition, to David Smith, Bob Williams, Sandi Wilson, Tom Buick, Barbara Reese, Bill Warren, Otis Smith, Wes Baysinger, Mary Lee Madison, Chris Pinuelas, Gwen Loving, John Shacklock, Lauri Hunter, Sara Ramirez, Mario Galaz, Gidget Beltran, Jim Hutchinson, Barb Chatfield, Doug Frawley, Eva Vance, John Bell, Dan Petterson, Quinton Bester, Bruce Steele, Chuck Womack, Chris Klemz, Mike DePaulo, Bill Parker, Scott Belter, Vern Turner, Darrell Christy, Edgar Dunn, Marvin Johnson, Phil Kabana, Alex DeAlva, Roy Hughes, and finally my wife, Petra.

In spite of challenging economic times and a jail construction squeeze on all sides, our service level and commitment to quality service never faltered. We provided the County a 96% fleet availability factor. This means that 96% of the County Assets (2,006+ pieces of equipment) were available for use.

Working with Materials Management, we saved the County over \$533,333 dollars from County procurement of fuel compared to retail. Staff also is working with departments to establish fuel key accountability, particularly for those keys issued whereas no vehicle is assigned to the key, but rather a low org number only. All fuel sites have been automated and we are looking at new technology for the future that has the potential of eliminating fuel keys. Information of fuel site locations and service can be found on our new web site listed under the Public Works agency.

Technology played a major role in continuing our improvement process. We created an electronic tool / mail box "fix-it." Customers now can identify vehicle defects / schedule PM services from any site in the County. This information is received and handled by our Customer Service Department. With our maintenance software system (FASTER), we have been able to provide accurate, and timely vehicle cost / usage data to OMB / departments to assist in making good fleet business decisions.

Equipment Services continues to **put the safety of our customers first, followed by the delivery of quality service and always being open to improvements**. Feel free to visit our new web site or drop me a line if you have questions, ideas or feedback and we appreciate your business.

"Service First and Always"

Check This Out

Check Out The New Equipment Services Web Page



http://www.maricopa.gov/equipment_services/

Our Web Page will have all of the important numbers and information needed for a successful journey to our service centers and fuel sites. Remember to look often; there will be changes from time to time to better serve our customers.

Did You Know...

- Carbon monoxide, the main ingredient in car exhaust is a colorless, odorless, and tasteless gas. It's poisonous and especially troublesome for the young, elderly and those with existing health conditions.
- Growth in vehicle registration exceeds population growth in the U.S.
- Americans use their cars to travel four out of every five miles.
- Americans travel two trillion miles annually. That is far enough to make 10,000 trips to the moon and back.